BIMA Doctor Service Utilization

- CSAT: 91%
- NPS: 83%

Doctor Service: 92%

8%
Doctor Consultation Outcomes

Consultation Outcomes

- Health Advice: 33%
- Medication: 32%
- Hospital: 14%
- Laboratory: 21%

Top 5 Diagnoses

1. Musculoskeletal Pain: 11%
2. Malaria: 8%
3. Upper Respiratory Tract Infection: 8%
4. Peptic Ulcer/Gastritis: 7%
5. Urinary Tract Infection: 6%
Social Inclusivity Dynamics

Customer Share By Gender
- Female: 43%
- Male: 57%

Service Utilization By Age Group
- 18-25: 18%
- 26-34: 32%
- 35+: 50%

Doctor Consultation By Gender
- Female: 40%
- Male: 60%
Bridging the Gap

In the absence of optimum health **infrastructure** on the continent, Digital Health provides that seamless bridge towards UHC.
Join us
as we reshape the
future of healthcare in Africa